



PrimeTime
Advisory

Prime Time Advisory Pty Ltd
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Complaint Resolution Procedure

Prime Time Advisory Pty Ltd | 2021

Prime Time Advisory Pty Ltd is a FPA Professional Practice.
ACN 125 456 984 | AFS Licence No. 316972 | ACL 316972

If you have a complaint:

We are committed to providing you with quality advice. This commitment extends to providing accessible complaint resolution process for you. If you have any complaint about the service provided to you then you should take the following steps:

1. Contact **your adviser** or a Principal of Prime Time Advisory on (03) 9894 3449 or put your complaint in writing and send it to us at Suite 5, 60-64 Railway Road, Blackburn, VIC 3130.
2. We will acknowledge receipt of a complaint within 1 business day. Where this is not possible, acknowledgment will be made as soon as practicable
3. We will then investigate the complaint and respond to you within 30 days. Some complex matters may require an extension to thoroughly investigate the complaint and bring it to resolution. If additional time is required, we will advise you in writing.
4. If you are not fully satisfied with our response, you have the right to lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.



Australian Financial Complaints Authority

Website: www.afca.org.au

Email: info@afca.org.au

Telephone: 1800 931 678 (free call)

In writing to:

Australian Financial Complaints Authority,

GPO Box 3, Melbourne VIC 3001